Nova Scotia

ANNUAL REPORT 15

for the year
ending December 31, 1985

Ombudsman

14 January, 1986

The Honourable Arthur R. Donahoe, Q.C.
Speaker
The Legislative Assembly
Province of Nova Scotia

Mr. Speaker:

In accordance with Section 24(1) of the Ombudsman Act, it is my honour to present my Annual Report for the calendar year 1985.

Respectfully submitted,

W.L. Campbell
Ombudsman

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PART I
INTRODUCTION

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INTRODUCTION

GENERAL

Numerically the volume of complaints was much the same as in previous years, and the proportion of successes and failures did not differ greatly. The policy of the office to assist wherever possible remained in place, which accounts for perhaps too many non-jurisdictional cases being recorded. The office simply tries to do the best it can with the facilities available, and the matter of staffing is dealt with later in this part.

It should be pointed out that this report is written in January 1986. Some of the cases outlined in some detail are not closed, and may have been decided one way or another by the time the report is printed, a process which consumes three to four months. The 1984 report was not tabled in the House of Assembly in 1985 since the House rose before it was printed.

PROVINCIAL TRAVEL

My Investigator, Mr. Gerald F. DeYoung, held office in key points of the province during 1985. His advertised visits accounted for about twenty percent of all formal complaints handled by the office, which reduced the preponderance of cases stemming from the metropolitan area of Halifax County. It is patently impossible to respond with a visit to every individual call from distant parts of the province, although there are a good many such visits made. Setting up office in focal points helps to overcome some of this deficiency.

THE OFFICE OF THE NOVA SCOTIA OMBUDSMAN

I have been honoured with the appointment as Ombudsman for the past four years, and since this is my last Annual Report I want to express written appreciation of my loyal, conscientious and hardworking staff of three. Mr. Gerald DeYoung is the Investigator and also performs a large share of the administration such as preparation of the annual estimates. Mrs. Muriel Mappin is Secretary to the Ombudsman and also does much of the administration. Mrs. Linda Arthur is Secretary to the Investigator, and has quickly developed a talent for handling many cases on her own. Both secretaries of necessity do this, and are certainly more than the title of secretary usually implies. All three of the staff served in other departments before coming to the Ombudsman office.

To perform the functions envisaged by the writers of the Nova Scotia Ombudsman Act, the staff should be larger. Such sentiment is I am sure common to most small offices. However, the Act is written on the assumption that the Ombudsman will have the ability to conduct formal investigations and write frequent reports and recommendations to the Cabinet and to the House of Assembly. The formal investigation involves taking evidence according to the rules of the Supreme Court of Nova Scotia, including the subpoena and payment of witnesses, and the services of lawyers. This process is too time-consuming, with the result that our investigations must be of an informal nature, and tend to lack the weight of the formal.

I have tried unsuccessfully each year to obtain another investigator. Investigation of complaints is the purpose of the Office of the Ombudsman. In reality there should be three investigators for the office to perform the work it was designed for. Since I am in the process of leaving the appointment, I can hardly be accused of empire-building, but I firmly believe in the Ombudsman principle and am anxious for the well-being of the Nova Scotia office.

PARTICULAR PROBLEMS

The social problem generically termed Child Abuse has been receiving increasing attention in all provinces. It was the subject of a paper presented to the Conference of Canadian Ombudsmen in Québec City in June 1985 by Mr. David Tickell, Ombudsman for Saskatchewan. Following this paper and the ensuing discussion, the nine provincial Ombudsmen set up an information exchange.

In Nova Scotia, recent legislation has made mandatory the reporting of suspected child abuse. This places an onus of responsibility on the person reporting and on the person or agency receiving the report. Our office has had considerable direct and indirect involvement with instances of child abuse, a larger than usual number occurring in 1985, and we confer frequently with Family and Children's Services. It is most unlikely that the ideal state, that is, the complete absence of child abuse, will ever be achieved, but the prevailing atmosphere of alertness should have a wholesome effect. This alertness of course can infrequently result in an error of judgement, one instance of which is told in the body of this report.

PART II
EXAMPLES OF COMPLAINTS

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EXAMPLES OF COMPLAINTS

ATTORNEY GENERAL

Company Names

In September 1984, a man came to our office with a grievance which certainly appeared to merit attention. With a partner, he had established an automobile salvage business and had duly registered the company name with the Registry of Joint Stock Companies. About two months later, he was advised by the Registry that another limited company formed in 1978 bore a name with a close resemblance to that approved for our complainant, that the public was confused, and that he should seek another name. The 1978 company had lodged its objection with the Registry.

During the two-month interval his company operated under the approved name, our complainant had been busily organizing his business affairs. He had a large supply of letterhead stationery, invoices, signs, computer programs, credit cards, advertising materials and other items amounting to an expenditure of $5,000.00 and had sent out about 450 letters. A change of name obviously would be ruinous at this start-up stage, especially since he and his partner had both mortgaged their houses to get this far.

We wrote the details of the complainant's dilemma to the Registrar of Joint Stock Companies. The objection raised by the other company seemed to lack much foundation since the two companies were located in widely separated towns and the names were similar in only some respects. The Registrar thereupon withdrew the order for the name change, and the case was listed as resolved.

In 1985, about one year after the 1984 case, the proprietor of the objecting company contacted our office. He still disputed what he considered to be the similarity in names, and had already been in touch with the Registry of Joint Stock Companies. He posed some hypothetical situations, such as the possibility of his rival company writing bad cheques, having insurance problems, or receiving stolen goods. If any of these should happen, he felt that his company's reputation would be adversely affected.

We checked with our original complainant. He was doing well and had experienced no such difficulties as those suggested by our new complainant. He had received only one letter which was for the other company, and had promptly forwarded it. We could not find any reason to entertain the new

complaint and informed the gentleman accordingly.

ATTORNEY GENERAL

The Worth of a Picture

The complainant operated a video sales and rental outlet which was robbed one night. The loot was recovered by the police and two persons were charged, but after about six weeks the goods were still being held as evidence. Meanwhile, one of those charged had left town for parts unknown.

The owner was losing rental money and sought assistance from our investigator during one of his field trips. This situation has come to our attention on more than one occasion, and sometimes recovered items can be held for a very long time indeed during investigation and eventual trial. With the authorization of the Crown Prosecutor, police may photograph the stolen goods and return them to the owner, the process of return also being photographed. However, where valuable serial-numbered items such as cameras, stereos, and computers are involved, Crown Prosecutors may be reluctant to depend on photographs rather than the real property.

In this case our office's intervention resulted in the Attorney General Department authorizing the return of the stolen items to the store owner. We do not know how well the photographs worked at the trial.

COURTS OF LAW

Apprehension of a Child

We first became aware of this case in 1984, although it had been in progress for at least two years. A father had been awarded custody of his infant daughter in September 1981 by a Supreme Court Custody Order, with the mother having certain access rights. There were divorce proceedings under way, and the mother had left the home to live with her own mother, the child's grandmother, in another county.

On one of her authorized visiting weekends, the mother took the child to the grandmother's home. When preparing her for bed, the mother and grandmother both noted some bruising on the baby's back. When the mother's sister saw the bruising shortly thereafter, she decided to call the local Family and Children's Services group, which dispatched a social worker to the home immediately. The social worker photographed and charted the bruising, and arranged to take the baby to a doctor next morning. The doctor

made a thorough medical examination of her based on the information that there was suspected child abuse. He noted that she was a very active child, and he felt that the causes of the bruises, which he found above the buttock area, on the ribs, shins, and one arm, should be investigated thoroughly as with any case of suspected child abuse.

Following the visit to the doctor, the social worker decided to apprehend the child into the care of Family and Children's Services. He placed her with her maternal grandmother, where the mother was also residing. As the Family Court Judge observed later, the social worker in effect terminated the father's custody and gave *de facto* custody to the mother, who had been denied custody by virtue of the Supreme Court Order. The father was not informed of the apprehension of his daughter, and when she was not returned at the agreed time of two o'clock in the afternoon of Sunday, suspected that his wife might be leaving the province with the child. It was not until midnight that he on his own initiative learned that his daughter had been taken into care because of suspected abuse on his part.

After these events there took place a series of court hearings and decisions. My office is clearly not allowed by the Ombudsman Act to comment on or investigate a matter which has been before a court of law; however, the story can be told briefly.

To legitimize its apprehension of the child, the county Family and Children's Services applied to Family Court for her committal to its care and custody. The Family Court Judge made a thorough and comprehensive review of the circumstances and rendered a lengthy decision. It would be improper to quote any of his comments, but in short he found the father to be quite innocent of having inflicted any abuse on his daughter, that the apprehension was wrongful, and that the original Supreme Court Order awarding custody to the father should stand.

The Judge also examined the legal and other costs incurred by the father in attempting to retain custody of his child, which were substantial. The Judge applied the Family Court Rules, Rule 17 which at the time in part provided as follows:

(1) The amount of costs shall be awarded at the discretion of the court.

After citing precedents and assessing the costs, the Judge awarded the father a global amount of $6,000.00, which would have to be paid by the county Family and Children's Services.

The county Family and Children's Services appealed to the County Court

regarding its responsibility to pay the father's costs. Its solicitor argued that Rule 17, which had been authorized as a Regulation by Order-In-Council, lacked statutory power to award costs. Weighty arguments were put forward by both sides, which should be of considerable interest to lawyers. In the end, the County Court Judge hearing the appeal ruled that the award of costs by the Family Court Judge had been done without jurisdiction. He said that had he the power to authorize the award of the costs, he would do so, but concluded that he had no such power. He expressed the hope that appropriate legislative action would be forthcoming to correct the present unsatisfactory situation.

Next, the father became the Appellant in an appeal to the Supreme Court of Nova Scotia. The Supreme Court upheld the decision of the County Court Judge, ruling that "the Family Court is a statutory court and the Act creating it (S.N.S. 1967,C.98) contains no authorization to award costs. The Rules Committee of such court is empowered by the Act to make rules with respect to procedural matters. Such rules do not authorize the making of provision with respect to substantive matters such as costs." The appeal was dismissed.

All the foregoing, which is summarized as well as I can do it, took place before the father came to our office. He is a responsible citizen in a responsible job, and a praiseworthy participant in community activities. This report certainly does not dispute the decisions of the three levels of court, but the man does not make a large income and the costs were indeed burdensome. There had to be some effort made on his behalf to find some way of helping him with these costs.

We had several conversations and considerable correspondence with the Minister of Social Services. He was sympathetic with the case, and had had an interview with the father. The Minister was of the opinion that he should be assisted with the costs. However, the municipal Family and Children's Services are agencies which operate under their own Board. Although they are in large measure financially dependent on the Department of Social Services, they do tend to protect their autonomy.

The county Family and Children's Services so deeply involved in this unhappy affair had lost its case at the Family Court level, had won its appeal at the County Court level, and had seen the County Court Judge's decision upheld at the Supreme Court level. It has adamantly refused to be party to any suggestion of assistance in payment of the father's costs.

The hope expressed by the County Court Judge in his decision has been fulfilled, the unsatisfactory situation having been corrected by legislation. It

should not happen again, but meanwhile at this time of writing the father still finds himself in a financial situation he does not deserve. Had the case only been investigated as it should have been, there would have been no need of the extensive litigation with accompanying costs to both sides. We consider that an injustice has been done to the father.

FEDERAL GOVERNMENT

Residence Requirements

A lady called to report the difficulties encountered by her mother in trying to establish her eligibility for Old Age Security. The daughter later provided documents to substantiate the complaint. The mother lived in the Toronto area and had made the application to one of the National Health & Welfare offices there. However, her claim apparently had been placed in the hands of an inexperienced person who was unfamiliar with the Department's own regulations concerning residence requirements nor had this person become any more knowledgeable after a period of months. In fact, the recommended lead time for application, six months, had long since lapsed and the pension was almost a year overdue.

The daughter, who resided in Nova Scotia, had written with the full details of her mother's problem to the Assistant Director General of Health & Welfare Canada. Passport entries fully supported the periods of residence in and out of Canada, but the response again was negative. A provincial Ombudsman office of course has no jurisdiction to take formal action in federal matters, but this case needed action by somebody. Our office wrote to the Assistant Director on March 27, and again on April 17.

The reply came in the form of a telephone call from the office in the Toronto area which had handled the claim originally. The caller said the application had been approved with effect from June 1984, that there would be an immediate arrears payment of $3,266.49, and that regular monthly payments would start in June 1985. This sudden turnabout of fortune was pleasing to the mother, daughter and Ombudsman, albeit a little puzzling.

FEDERAL GOVERNMENT

Income Tax Return

The complainant's son had been killed in an industrial accident, and she had filed a claim with the Workers' Compensation Board of Nova Scotia. The Board required details of her income for the past several years, and wanted

copies of her Income Tax returns. She had filed her 1981 return in Ontario, and subsequent returns in Nova Scotia. She had tried without success for about four months to obtain a copy of her 1981 return.

Our office contacted the district Taxation Office in Halifax. After three weeks we were advised that the file had been located in the Toronto office and would be forwarded promptly. It did arrive two days later in the Halifax office, and the complainant received her copy of the 1981 return immediately.

FEDERAL GOVERNMENT

Delayed Disability Benefits

The complainant had been found ineligible for Canada Pension disability benefits on the grounds that she was capable of pursuing some type of gainful occupation. The Director, Claims & Benefits Division, maintained that she failed to qualify under Section 43 2(a) of the legislation.

Our office sent a letter in the form of an appeal to the Director, Legislation Application & Appeals Division. The lady had been forced to give up her last several jobs because of her condition, and further medical evidence to this effect had been provided. The combination of our appeal and the medical evidence caused a review to be made, and the lady received benefits retroactive for 17 months.

FEDERAL GOVERNMENT

Air Travel and Egg on the Face

A lady had a rather complicated complaint involving Air Canada and Canada Post. Her daughter in New York had mailed her a ticket to fly there, and there was some urgency in the matter because of illness in the daughter's family. The ticket was sent Special Delivery Registered Airmail on December 31, but had not arrived by January 8. The complainant then signed a Lost Ticket Indemnity Bond and purchased a new ticket with her credit card.

We received the lady's complaint in July, at which time she said that no refund had been received for the unused ticket, which had arrived at her home in Nova Scotia on January 12. A friend mailed it to her in New York, where she received it on January 31 and immediately mailed it to Air Canada in Winnipeg. She was advised that all reimbursements in such cases were made by Air Canada which would send a cheque to the Bank of America in San Francisco, which would send the cheque to the Bank of Commerce in

Toronto, which would place credits to the individual Visa account. Having spent a considerable amount on phone calls and Visa interest charges, the lady was impatient.

We wrote to the President of Air Canada, and for good measure to the President of Canada Post. The President of Air Canada replied promptly, stating that he had given the matter to the Customer Relations Manager for his personal attention. Canada Post took somewhat longer to reply, the President having resigned while our letter was in the mail. Correspondence with Air Canada flew thick and fast. In October, we were told that the Bank of America had confirmed that the credit had been posted to the applicable bank holding the Visa account on which the original ticket was purchased.

The complainant phoned shortly after receiving this information, confessing that she had "egg on her face". She had called her daughter in New York, and found that the credit indeed had been posted to her daughter's Visa account, but had been overlooked. She wondered whether she should apologize to Air Canada, and we suggested that such a letter would be a good idea.

FINANCE

Satellite Television Antennae

Since the law made them allowable, satellite dish antennae have been springing into view in rural areas where without them viewers could receive probably only the two major channels in much of Nova Scotia. This novel development prompted many entrepreneurs into fast action to skim the cream from a new market. Some of them are fly-by-nighters, akin to the people who roam the countryside offering cut-rate cheap roofing jobs, siding, chimneys, etc.

The first complainant had his antenna installed by a vendor from New Brunswick, who said that he must collect provincial tax of ten percent. The vendor also said that this was the Nova Scotia Health Services Tax, so the buyer paid it in full. Some months later the buyer received a demand from the Nova Scotia Tax Commission for a sum considerably larger than he had already paid the vendor. The Tax Commission said that no tax had been received from the vendor. The buyer strongly protested the order, and with assistance from this office was able to reach a satisfactory compromise.

The second complainant's purchase and installation was in August 1984. This complaint came from another part of the province and was much the same. The vendor had demanded and received what he said was New

Brunswick provincial tax, in an amount much larger than that charged the first complainant. Almost a year later he received a demand from the Nova Scotia Tax Commission for payment of the Health Services Tax, which he obeyed. The Tax Commission suggested that he should seek reimbursement from New Brunswick. When he tried this, the New Brunswick Tax Commission advised him that his document was unacceptable as proof that tax had been collected or received.

In both cases the document was simply a mimeographed agreement form, with a number of figures entered but not identified as labour, goods or tax. Correspondence with New Brunswick revealed that the vendor was not issued a New Brunswick registration certificate until August 1985, and never in Nova Scotia. The extent of his operation is not known, for while we received only two complaints we are aware of at least a dozen sales in one area. The Nova Scotia Tax Commission appears to have discovered only some of them.

LABOUR AND MANPOWER

Journeyman Certificates

A young man had applied for certification as a mechanic in the motor vehicle repair trade, but he had not been allowed to write the examination. The Apprenticeship and Tradesmen's Qualifications section of the Department of Labour and Manpower considered that he had insufficient work experience.

For writing such examinations, experience in the trade must be proven; otherwise a two-year apprenticeship program is offered. The complainant claimed to have rebuilt about 40 engines and 100 carburetors, and was presently working at home doing overhauls of his friends' cars. He had also worked for a number of employers, but there were only two records which showed that he had been employed as an apprentice machinist, and in fact he had passed the examination for this trade.

His alleged experience as a mechanic was probably true, but the employers he named did not respond positively. Apparently the uncertainty of their response was for good reason because much of the complainant's employment had been without benefits of payroll records entailing the normal deductions and employer contributions.

The complainant would therefore have to enter the two-year apprenticeship program, but his response to this office was negative and the case was closed.

Erosion Remedy?

Much of the coastline of Nova Scotia suffers from severe erosion during storms, resulting in the loss of land, cottage lots and even the cottages themselves. The worst damage takes place where the shoreline consists of cliffs of a clay and shale mix. The sea undermines the bottom of the cliffs which collapse. Various methods of prevention are tried by individuals, although never on a coordinated large-scale basis.

An elderly couple from New York City owned a cottage on a bay off the Northumberland Strait where erosion had long been a problem. Over several years, about three-quarters of their lot had vanished into the sea, leaving almost no land between the cottage and the cliff edge. Somewhere they had heard that old car bodies were the ideal things to combat erosion, so they hired a contractor who obligingly dumped a large number of them over their cliff. The car bodies were then covered with landfill, and for a while it seemed that the couple had successfully recovered some of their property. This held true until the next series of storms, which removed the landfill and undermined the car bodies causing many of them to slide down. The project quickly became a dangerous and unsightly mess, ruining the beach for other cottagers.

A group of cottagers complained to the Department of Lands and Forests, which includes beaches among its other responsibilities. The Department wrote to the couple in New York, advising them that they were in contravention of the Beaches Preservation and Protection Act and the Act to Protect Property. They were informed that the problem must be corrected by October 31, 1985, or legal action would be commenced.

The New York couple did make an effort to undo the damage, hiring the same contractor to dump shale rock over the cars. To do this the contractor had to cross the property of a neighbouring cottager, who stopped the crossing when she learned that shale was to be used without benefit of armour rock. She felt that shale alone would disappear as quickly as had the landfill.

As of the end of 1985, this impasse remains. The New York couple are said to be in ill-health, and discouraged with their efforts first to prevent erosion and then to remedy the error. It is questionable whether they will return, it is difficult to sue across international borders, the cottage and its fractional lot have little value, and neighbouring beach-users are still unhappy.

At this point it seems that if the mess is ever to be cleaned up, it will have to be at the taxpayers' cost.

MUNICIPALITIES

Firefighter's Home

A full-time employee of a town fire department had an opportunity to buy a large house for his growing family, his present home having become somewhat cramped. The house he wanted, available at an affordable price, was located three miles outside the town limits. The firefighter advised the town authorities of his intention to move, stating that he had arranged to stay within the town for the nights and days he would be on call for firefighting. His request was considered by Council, which refused it because residence in town was a condition for employment in the Fire Department.

Later, the firefighter sought the advice of a lawyer, but the town's reply was the same as before. The firefighter then brought his request to the Ombudsman. A check with the town office revealed that residence within town limits was not a written condition of employment, but the firefighter's oral agreement was secured at the hiring interview. Among the other town employees such as police and engineering staff, the firefighters were the only ones with this stipulation. Some of the members had advocated its removal during the last union contract negotiations, but were not supported by the majority of the firefighters who were quite content to live in the town.

Our own legal advice was to the effect that the matter could be tested in a court, or the bargaining unit could make it a clause in its next contract negotiations. We recommended the latter to our client since new contract bargaining was imminent. Meanwhile, he sent in a petition signed by all the members, which was passed to the Mayor of the town.

When the new contract was signed, it did not contain the clause concerning place of residence. Apparently the union negotiators had been told the matter would soon be corrected by legislation, making such a clause unnecessary. It is felt that the union passed up an opportunity which may not come again until the next negotiations. Meanwhile the house our complainant wanted had been sold.

MUNICIPALITIES

Water Worries

The complainant lived in a rural area where each household required a well

and septic tank. The Nova Scotia Department of Housing was building a low-rental duplex, and while the plans for its disposal field met and in fact exceeded the distance requirements demanded by the Department of Health, the complainant feared that his well would be subject to pollution. The land sloped from the proposed disposal field towards his well, and the soil was gravel. He said that every spring there was a surface run-off from the higher ground directly past his well.

The municipal Board of Health has given heed to the man's protests, but ruled that since the end of the disposal field was more than 100 feet from the well, the project should proceed. The Board at the same time advised the complainant to take periodic water tests of his well, which did little to allay his fears.

We wrote to the Department of Housing, which conducted an entire review of the project. The Department also initiated a water sampling program, which would continue during construction and for as long as necessary following occupation of the duplex. The complainant would be provided each occasion with the results of testing.

In view of the fact that all regulations had been followed, and the Department's reaction to the complaint was cooperative, there was little more this office could do but send the complainant copies of the correspondence in case his apprehensions were realized in the future.

MUNICIPALITIES

Father and Daughter

The complainant had a married daughter, mother of two, who had applied for and received several hundred dollars from the municipality's social assistance department. He received a notice from the municipality which quoted Section 30(1) of the provincial Social Assistance Act as follows:

> "The husband, wife, father, mother, child and children of every person who seeks assistance from or to whom assistance is given by a welfare committee under this Part, are jointly and severally liable for the assistance of the person and shall assist and maintain the person to such extent in such manner as the welfare committee may direct."

The notice went on to direct the father to repay the amount of the assistance together with two percent per month interest, and to support and

maintain his daughter in such manner and to the extent that she would not require further social assistance.

Our office wrote to the municipality, explaining the complainant's financial situation. He was employed in a ship-repair industry which had encountered hard times resulting in little work and little pay for its staff. He was in no position to meet the municipality's demands. We also wrote to the Department of Social Services Co-ordinator of Appeals, the letter serving as an appeal.

The municipality replied to the effect that it would be taking no further action in view of the circumstances, although it would not be prepared to waive completely its rights of recovery under Section 30(1) of the Act. There being no longer a need for it, the appeal was ceased.

NOVA SCOTIA POWER CORPORATION

Land Acquisition

For several years an elderly and very pleasant gentleman had been visiting our office, and sometimes telephoning, about a problem having to do with land expropriation by a provincial agency. He was always going to provide further information, and after five years he finally did so. He did indeed seem to have a case worth investigation.

In 1967, the Province was assembling land to service the new industries locating in the Port Hawkesbury area, one of the services consisting of the provision of a major source of water. This required the construction of a large reservoir, which in turn required the acquisition of land. Thirty-seven acres of our client's property formed part of the reservoir which was duly built. The price offered our client was unacceptable to him, and the matter drifted along for years with neither party taking any action towards resolution. The acquiring agency, the Nova Scotia Water Authority, had long since been absorbed into the Department of the Environment. The Nova Scotia Power Corporation was somehow involved, although in what manner is unclear since few documents exist.

At any rate the gentleman's thirty-seven acres had been under water for many years and there had been no compensation. About ten years after the reservoir acquisition he had another much smaller piece of land expropriated from the same tract by the Department of Highways (now the Department of Transportation). Although the reason for delay in this instance is unknown, eight years later he was paid what he considered a fair price, with eight years' interest. This evidently reminded him that he had never been compensated for

the reservoir land.

In the end the matter did not take long to finalize. We wrote to the Land Acquisition and Registry division of the Department of Lands and Forests, and learned that the price of $10.00 per acre was the going price for production forest land in 1967, $3.00 per cord was the price for pulpwood, and fuel wood was .50 to $1.00 per cord. However, the Director was willing to interview our client, which we arranged. Following the interview, an offer was made which was acceptable, together with eighteen years interest. The client was most pleased, and in fact the deal seemed a good one for both sides.

PRIVATE MATTERS

Who Should Pay?

A gentleman wrote from Michigan on behalf of his mother who lived in Nova Scotia. Upon the death of her husband, she sold the family car for $2500.00 to a woman who lived in the same town. A few days after the sale, the purchaser returned to the mother's home and demanded in a threatening manner the sum of $250.00 for the Health Services Tax. The complainant said that his mother was somewhat senile and was intimidated into handing over the money.

In Nova Scotia it is usually the purchaser's responsibility to pay the tax, especially when it applies to the private purchase of an automobile. The car cannot be registered in the name of the new owner unless there is proof of payment of the tax. The complainant, who had returned to Nova Scotia to help his mother clear the estate, was unaware of this law, as was his mother, and the purchaser at the time of the transaction.

We contacted first the Tax Commissioner, who confirmed that the purchaser must pay the tax but that it is not the Tax Commission's concern as to where the money comes from. We also contacted the lady who bought the car, who said that it was clearly understood at the time by all parties that the $2500.00 was inclusive of tax. She also mentioned that although the car was advertised as being in good running condition, it required major work in a garage before it could pass the safety inspection.

We had to advise the complainant that we could not proceed further in this matter. He could perhaps try to recover the $250.00 through Small Claims Court, but since it was the word of one lady against that of another, the outcome would be very much in doubt. The case ended on that note.

PRIVATE MATTERS

Missing Furniture

A married couple had intended to build a house during 1982, and towards this end purchased a quantity of furniture at a cut-rate store in another town. Through 1981 and 1982 they paid a considerable sum, taking what items would fit their present accommodation and leaving the larger pieces with the vendor until the house was completed. No arrangements were made concerning storage, other than the invoices carrying the notation "Hold for delivery, will advise".

Unfortunately the house was not built in 1982 and the couple did not maintain contact with the store which held $2800.00 worth of furniture that they had paid for. Meanwhile, the bank foreclosed on a loan to the store, which conducted a giant closing-out sale. Everything on the premises was sold without the formality of bankruptcy or receivership proceedings, including the couple's furniture. The couple knew nothing of this until they by chance encountered the former manager of the cut-rate store, who now managed another furniture outlet in the couple's home town. He offered them $1000.00, which they refused to accept, and their insurance was such that there was small hope from that direction.

We took this case to the Department of Consumer Affairs. Although lacking much to work with, the Consumer Counsellor confirmed that there were no assets remaining after the bank had been satisfied insofar as possible from the proceeds of the sale. The offer of $1000.00 from the manager's own pocket consisted of some replacement furniture from the store which he now managed. We could only suggest to the couple that they should accept this offer without prejudice, and then perhaps take their chances in Small Claims Court if their case was acceptable.

PURCHASING AGENCY

Paint Purchases

In the spring of each year, the Department of Transportation must purchase more than 100,000 gallons of paint to renew the yellow and white lines on the province's paved roads. This large requirement goes out to tender.

In May of 1984, we received a complaint about that year's paint purchase. The complainant's company had tendered on the contract, offering to supply the entire amount of paint for $788,217.00, but a company which

tendered $1,039,958.00, a difference of $251,741.00, had been awarded the contract. A protest had been lodged with the Government Purchasing Agency, but the Agency had replied to the effect that they considered the complainant's tender to constitute a dumping situation and that there was no obligation to accept the lowest tender, complete tender, or any tender submitted.

The complainant had documents to refute the suggestion of dumping. His records showed that paint had been supplied to New Brunswick and Ontario at almost exactly the same prices as those quoted for Nova Scotia, and to Newfoundland at a somewhat higher price.

The complainant's company was in this case acting as an agent for a supplier in New Brunswick, where the paint was mixed and packaged. The company winning the contract is located in Nova Scotia and provides employment in the mixing and packaging. There is a very understandable desire, openly acknowledged by Government, to "buy Nova Scotian" wherever possible. The question arises as to just how much should be paid to follow this policy. As far as we could ascertain, there was at the time a loosely-applied yardstick figure of ten percent allowable extra for suppliers located and providing employment within the province.

We received from the Minister in Charge of Administration of the Government Purchases Act the same information we had already received from the Purchasing Agency. The complainant was not trying to reverse the contract award for 1984, but mainly wished to establish credentials for a 1985 tender. We acquainted the Auditor General's office with the details as we had them, and were assured the matter would be investigated.

In March 1985, we were again contacted by the same company. Several tenders had been submitted, of which our complainant's was the lowest. The disparity was not as great as in 1984, the complainant's bid being about 11% less on the yellow and 17% to 22% less on the white. As it turned out, the contract for the yellow paint, which constituted 75% of the total, was awarded to the Nova Scotia supplier. The complainant received the contract for the white paint and did not contact us again.

SOCIAL SERVICES

Too Little Benefits

A gentleman wrote on behalf of a friend who was unable to express his difficulties. He had suffered two heart attacks and was unable to work, had been awarded a small Canada Pension Disability benefit, and also had

received a still smaller provincial social services benefit. The total income amounted to $317.00 per month, which was giving him the barest of basic needs, and he was going short on food.

In most complaints of this nature, we find that the allowances are the maximum allowed by law and regulations, but this appeared to be an unusually low figure. We checked by telephone with the provincial Social Services office in the town involved, and received a breakdown of the allowances which make up a budget. In this case there had been a lack of communication between client and department. Social Services had been under the impression that the room rent of $40.00 per week was for a "boarding situation", that is inclusive of food. When it was explained that the rent was for shelter only, the situation was reviewed speedily and the allowances adjusted to a much more reasonable amount.

SOCIAL SERVICES

Comfort Allowance

The complainant wrote from his residence which was a Home for Special Care. While waiting for a vacancy in his present home, he had spent ten months in a home in another municipality. This home was located in a small village which in his opinion offered few shopping facilities for his Comfort Allowance of $50.00 per month, and so for eight months he did not draw it. Upon leaving the home to go to his new one, he expected to draw $400.00, but he was told that his entitlement was only $100.00.

For many years it has been policy that publically-supported residents of Homes for Special Care receive a monthly Comfort Allowance, cost-shared between the province and the municipality. At the time of the incident, which had occurred more than three years before we received the complaint, policy for disbursement of the Comfort Allowance had been left largely in the hands of the municipalities.

The complainant did not seem to have done much to protest the matter for the past three years. In 1985, he wrote to his MLA, who wrote to the Minister of Social Services. The Minister wrote directly to the complainant, explaining the policy that existed at the time. There had since been many changes made for the better concerning the amount of the Comfort Allowance and the allowable accumulation, which removed some of the disparity between municipalities' individual policies.

The Minister also wrote the Director of Social Services for the

municipality, who replied to the complainant stating that accumulations of more than $100.00 would be retained and applied towards maintenance. The account would have to be reduced to $50.00 before Comfort Allowance could be re-established.

Probably it should be accepted that many residents of Homes for Special Care are unable to spend their Comfort Allowances. It seems logical that there should be limits on amounts accumulated; otherwise a publically-supported person could feasibly build up a modest estate. The main point here is that our complainant, who was far from senile, had not been advised of the policy. This omission has since been corrected for everyone. We could not make a worthwhile recommendation in our client's case, but we sent him claim forms and instruction sheets should he wish to try his chances in a court of law.

SOCIAL SERVICES

Delayed Benefits Payment

The complainant was a recipient of Family Benefits (provincial social assistance) and had been granted a loan by the Department of Housing for home repairs. Arrangements were made whereby her benefits would be increased by a monthly amount sufficient to cover the loan repayments to the Department of Housing. This was confirmed by the local workers of the two provincial departments involved, Housing and Social Services. Funds were advanced by the local Credit Union to pay the contractor.

The Credit Union had been receiving in trust the regular social assistance cheque and disbursing funds as required to take care of the lady's regular expenses. Some four months after having been advised of an increase in the amount of the cheque to cover the loan payments, the Credit Union had not seen anything of it, and the loan was considerably in arrears.

Our office wrote to both the Credit Union to ascertain the above information, and to the Director of Family Benefits requesting that the file be reviewed and retroactive payment be made. As it turned out, there had been some faulty communication between departments and directorates. The situation was quickly corrected with the issue of a cheque to cover the arrears in full.

TRANSPORTATION

Flooding Problems

Our office was first involved with this case in 1971 and intermittently since

then. It concerns storm drainage in the Palmer Road Subdivision in the community of Waverley in Halifax County. Palmer Road is a short residential street having high ground at both ends, which causes storm water to flow towards the middle, along with the flow from two other short streets. The houses in the low area have experienced flooded basements whenever a severe downpour has occurred, the water reaching a depth of several feet in some homes.

After several years of periodic flooding, several of the worst-affected residents banded together and laid a pipe across private properties. This pipe had a diameter of only nine or ten inches, but at the time seemed to resolve their flooding problems. It had been established that the drainage deficiencies were not attributable to faulty road design; therefore the residents bore the full costs of their corrective measures.

Our 1985 complainant had bought his house on Palmer Road in 1975. The previous owner had provided a very good drainage system after experiencing some basement flooding, and the basement had been completely dry for several years. Confident that this state would continue, the new owner put in a floor, wall-to-wall carpeting, bedroom, office, livingroom, kitchen, laundry room and bathroom, all fully furnished. In 1978, the basement flooded severely and has done so on numerous occasions since then, and the complainant estimates that he has suffered about $10,000.00 worth of structural damage as well as substantial loss of personal items. At least three adjacent houses also experienced basement flooding, although not quite as badly as the complainant whose house is at the lowest point on Palmer Road.

The storm drains on Palmer Road have diameters of eighteen inches. They flow into a catch-basin which is drained by the privately-installed nine or ten-inch pipe, which obviously results in a large accumulation of water for a time until the smaller pipe can catch up. The Department of Transportation has steadfastly maintained that it is not responsible for the situation. To overcome the problem by adjustment of the storm drain on the road would require trenching about nine feet deep, and according to the Department it might cause trouble downstream if that was done. The private system could be enlarged, but the Department has a policy of not entering private property, nor is it certain that all the owners would agree to their lots being torn up again.

The dilemma faced by the complainant is one that he cannot resolve on his own and is not of his own making. Provincial and municipal authorities are not prepared to assist, and we can only conclude that they have at least some moral responsibility to assist.

TRANSPORTATION

Arrested Development

In 1978 a businesswoman from mainland Nova Scotia bought a property of approximately 200 acres on Lake Bras d'Or on Cape Breton Island. It was her intention to subdivide the property and to retire there eventually with her husband. A public road maintained by the Department of Transportation gave partial access to the property, but beyond that there was an old right-of-way, a single lane maintained by summer cottagers who had built dwellings along it.

In 1981, the lady obtained the agreement of the Minister of Transportation to list the road as a public highway, which was done in January 1982. The term listing usually implies a Crown-owned width of 66 feet and a road-bed sufficient to allow vehicles to meet and pass each other. If there are sufficient numbers of occupied dwellings served by the road, it will be plowed during the winter. The Minister agreed to list 1000 feet of the road, and construction was scheduled for late May or early June of 1982. Along with another developer whose property was situated beyond hers, the lady built a road through her property, in accordance with departmental specifications, to serve both developments and to connect with the new road. Having been assured that the new road would be built, the developers proceeded to subdivide and sell lots, conveying this assurance to the buyers. They spent substantial amounts on surveys and other expenses.

There were five existing cottages on the old right-of-way, which had been there for about ten years. Three of the owners objected strongly to the upgrading of the road, claiming that the increase of traffic would constitute a danger and a nuisance, that the white birches in front of the cottages would have to be cut down, or that vandals would be attracted. One cottager stated that during a confrontation with the lady, she had struck him. The lady on her part alleged that she had been subjected to continual harassment, that sand and gravel had been removed from her beach, that various vehicles were driven all over her property, an apple orchard had been cut down, a well had been dug with a backhoe, she had been prevented from logging any of the woods, and that there was political interference with her development plans. Both developers said that vehicles needed for house construction could not use the old road because it was muddy and full of pot holes.

There have been a great many other arguments put up by the businesswoman with whom we have been dealing. This short narrative is a digest of a voluminous file, but she says she has spent close to $100,000.00 on

the project so far, to be met with frustration at every turn. It is noted that three Ministers of Transportation have given indication that the necessary work will be done, that the County Council has requested that it be done, and that one of the cottages infringes on the 66-foot right-of-way. It is also noted that there have been attitudes of intransigence and confrontation displayed by both sides in this dispute, with no suggestion of compromise.

As matters stand at this time of writing, January 1986, the impasse of several years remains. We have corresponded with the Department of Transportation and with the concerned Member of the Legislative Assembly with minimal results. The case has become a political issue, which does nothing to sweeten the tempers of those involved. It would seem to be a situation suitable for arbitration, and we hope this can be arranged or at least a compromise solution accepted.

WORKERS' COMPENSATION BOARD

Helicopter Pilot

A pilot who had been employed by Viking Helicopters, at the time headquartered in Carleton Place near Ottawa, came in with an unusual complaint. From 1977 to 1981 he had flown in several West African countries where Viking had a contract with the World Health Organization to spray pesticides on rivers. The purpose of the spray program was to eradicate the organisms which cause the disease known as river blindness in humans. Sprays used were Abate, which is an organophosphate, and Chlorophoxin.

Following his return to Nova Scotia, the pilot developed a chronic asthmatic condition and became dependent on Ventolin to assist his breathing. He could not pass the medical examination for retention of his pilot's license, and he lost it in 1983. He had corresponded with the Workers' Compensation Board of Ontario, starting in 1984, but said he was receiving no satisfaction. In April 1985 he visited a specialist in Environmental and Occupational Medicine in New Jersey, who conducted a comprehensive series of tests. This doctor's report concluded that the pilot probably had an underlying tendency to develop asthma, but did not have it while in Africa. In her opinion, the pesticides to which he was exposed probably either caused or aggravated the asthma/chronic obstructive pulmonary disease now present. Her report stated that organophosphates are pharmacologically capable of causing asthma through their acetylcholinesterase inhibition.

At the time the pilot came to our office, his concern over the delay in getting a decision from the Ontario Workers' Compensation Board, which he

said had been promised over a lengthy period, gave an opportunity for our help. We wrote to the Ontario Ombudsman, who took up the case immediately, although coincidentally the decision had just been made and mailed to the pilot. Benefits were denied, on the basis that the "accident" had occurred outside the Province of Ontario. The medical merits of the case were not considered.

We of course don't know all the details surrounding this situation, and the pilot has engaged the services of a lawyer. He was under the impression that his Workers' Compensation coverage continued while he was in Africa; the Ontario Board says it did not. To further complicate matters, the employer changed location from Ontario to Quebec during the pilot's employment period. There are thousands of Canadians working for Canadian contractors all over the world, so it must be a safe assumption that the question of Workers' Compensation coverage must have been faced and settled by all the provinces.

At any rate, the pilot has initiated the objection and appeal procedures, and the Ontario Ombudsman has offered to be of further assistance should it be necessary.

PART III
SUMMARY OF COMPLAINTS

DEPARTMENT: AGRICULTURE AND MARKETING

Number	Summary	Result
2-1	Complains he cannot get summer job on dyke work	Discontinued (Ombudsman)
2-2	Alleges a representative from the Department of Agriculture and Marketing inoculated his flock of turkeys without his permission	Assistance Rendered
2-3	Alleges Department of Agriculture and Marketing is interfering with his artificial insemination business	Discontinued (Client)

DEPARTMENT: ATTORNEY GENERAL

Number	Summary	Result
4-1	Complainant lost wallet containing $450.00 cash; alleges he cannot get access to his money as it is in provincial custody	Assistance Rendered
4-2	Complaint regarding the administration of the Small Claims Court	Assistance Rendered
4-3	Wants RCMP constable prosecuted for lying in court; complains Attorney General has refused	Declined
4-4	Complains Crown Prosecutor refuses to prosecute his case	Discontinued (Client)
4-5	Problem concerning sentence for breathalizer refusal	Discontinued (Ombudsman)
4-6	Alleges her son's incarceration in penal institution is unjustified	Assistance Rendered
4-7	Complains about court ruling and Dalhousie Legal Aid	Declined
4-8	Complains new company incorporated in 1984 with name similar to his own company name in adjacent county is taking away a portion of the business he formerly received	Declined
4-9	Complains about length of time it is taking for police to return stolen goods	Resolved
4-10	Complaint regarding the execution of a judgement	Assistance Rendered

4-11	Complains the Registrar of Deeds has not answered her request concerning her grandfather's estate	Assistance Rendered
4-12	Complains person charged with death of son served only one third his prison term	Assistance Rendered
4-13	Complains application for time-off from correctional centre has been refused	Assistance Rendered
4-14	Complaint regarding another company using his registered name	Assistance Rendered
4-15	Feels Legal Aid being misused in a property dispute	Discontinued (Ombudsman)
4-16	Complex story about Small Claims Court	Discontinued (Client)
4-17	Complains about RCMP entrance requirements	Assistance Rendered
4-18	Turned down by Nova Scotia Legal Aid	Assistance Rendered
4-19	Refused Legal Aid; appealed but has not had a response	Under Investigation

DEPARTMENT: CONSUMER AFFAIRS

Number	Summary	Result
10-1	Complaint involving the enforcement of an act	Assistance Rendered
10-2	Complainant not happy with decision of Residential Tenancies Board	Assistance Rendered
10-3	Alleges landlord raised rent ignoring Residential Tenancies Board regulations; feels he is entitled to recover difference retroactive to August 1982	Discontinued (Client)
10-4	Complainant has been trying for two years to have a personal interview with someone in the Department	Assistance Rendered
10-5	Complainant feels harassed by attitude and actions of certain personnel in Department of Consumer Affairs	Resolved
10-6	Complains landlord will not renew lease	Unsupported
10-7	An apartment owner will not give complainant back his damage deposit; complainant would like assistance from Tenancies Board but they will not	

	release information on this apartment owner	Assistance Rendered
10-8	Complains Department of Consumer Affairs is not following up his meeting with them regarding debt counselling	Assistance Rendered
10-9	Request for information about regulations governing cemeteries, funeral services	Assistance Rendered
10-10	Feels the Department took an undue length of time in handling his complaint	Assistance Rendered
10-11	Wants to get Direct Sellers License but complains Registrar wants him to be fingerprinted by RCMP	Assistance Rendered
10-12	Disputes decision of hearing before Residential Tenancies Board	Assistance Rendered
10-13	Won hearing; complains Residential Tenancies Board will not help him have the landlord perform the work	Assistance Rendered

DEPARTMENT: COUNCIL OF MARITIME PREMIERS

Number	Summary	Result
12-1	Complainant feels he cannot make alimoney payment since he has lost his job; informed he will go to jail if he doesn't make payments	Declined

DEPARTMENT: COURTS OF LAW

Number	Summary	Result
14-1	Complains Family Court has sent out garnishment order to her ex-husband yet she has received no monies for two months	Assistance Rendered
14-2	Complainant not happy with the Court's appointed trustee	Declined
14-3	Trouble getting support payments from common-law husband who has not obeyed Family Court order	Declined
14-4	Feels court ruling is unfair	Assistance Rendered
14-5	Complains about reversal of Supreme	

	Court Trials Division decision by Appeals Division	Declined
14-6	Complaint involving maintenance payments	Declined
14-7	Complains about Children's Aid regarding custody of her children	Declined
14-8	Disagrees with award granted him by Supreme Court	Discontinued (Client)
14-9	Complaint against a decision of a Court of Law	Declined
14-10	Supreme Court forced him to pay for goods he claims he did not receive	Assistance Rendered

DEPARTMENT: CULTURE, RECREATION & FITNESS

Number	Summary	Result
18-1	Complains no one will tell him what percentage of monies earned from T.V. Bingo goes to hospital	Assistance Rendered

DEPARTMENT: DEVELOPMENT

Number	Summary	Result
20-1	Complains his application for business loan was rejected as it was felt his ideas would not turn a profit	Assistance Rendered
20-2	Alleges clerical error has resulted in his name being taken off the employment list with no right to a recall	Unsupported
20-3	Complains the Small Business Development Corporation is preventing them from having access to a right-of-way	Declined
20-4	Nova Scotia Resources Development Board foreclosed on her loan	Assistance Rendered

DEPARTMENT: COMMISSION ON DRUG DEPENDENCY, NOVA SCOTIA

Number	Summary	Result
21-1	Alleges drug dependency worker is not	

	doing her job properly	Assistance Rendered

DEPARTMENT: EDUCATION

Number	Summary	Result
22-1	Feels he should have access to information in his personal file held by the Department	Assistance Rendered
22-2	Feels his brother was treated unfairly as a result of adjudicator's decision	Discontinued (Ombudsman)
22-3	Protests decision that he is dismissed from welding course	Discontinued (Client)
22-4	Alleges mistake by counsellors in Ontario has prevented her from receiving financial assistance for university; requests that Nova Scotia make an exception and grant her a student loan	Assistance Rendered
22-5	Complains she has not been accepted into Dental Assistant program	Assistance Rendered
22-6	Complains school where she obtained her Nursing Certificate is giving negative reports to prospective employers	Unsupported
22-7	Worker for Department of Education claims work transfers are affecting his family life adversely	Discontinued (Ombudsman)
22-8	Mature student feels he should qualify for a full student loan and bursary	Assistance Rendered
22-9	Would like to have 12-year old son accepted at Landmark East but cannot get proper recommendations	Assistance Rendered
22-10	Alleges that due to the construction of a school next to his property, his property is suffering	Under Investigation
22-11	Casual workers complain about pay arrangements which have been put into effect recently	Assistance Rendered

DEPARTMENT: ENVIRONMENT

Number	Summary	Result
26-1	Concerned about length of time it is	

	taking the Department to act on his problem	Assistance Rendered
26-2	Complains definite arrangements are not being made for removal of dead seal at beach near his home	Resolved
26-3	Complains about location of temporary landfill site	Assistance Rendered
26-4	Feels Department is not taking enough steps to remedy erosion problem on his waterfront property	Assistance Rendered

DEPARTMENT: EXECUTIVE COUNCIL

Number	Summary	Result
27-1	Researcher complains he is forbidden access to information regarding Orders-In-Council	Discontinued (Client)
27-2	Wants information regarding an Order-In-Council which was recently passed	Assistance Rendered

DEPARTMENT: FEDERAL GOVERNMENT
(Employment and Immigration)

Number	Summary	Result
28-1	Feels his UIC benefits should not have been terminated	Discontinued (Client)
28-2	Problems regarding UIC benefits concerning periods in which the company he works for stops operation	Resolved
28-3	Does not agree she owes alleged overpayment to Unemployment Insurance Commission office	Assistance Rendered
28-4	Complains about length of time it is taking to receive UIC benefits	Assistance Rendered
28-5	Feels he should be permitted to take course offered by Canada Manpower	Unsupported
28-6	Complains he does not qualify for UIC benefits	Assistance Rendered
28-7	Complains his UIC benefits were terminated for six week period	Assistance Rendered
28-8	Complains he has not received his	

	Unemployment Insurance benefits; no reasons given for delay	Discontinued (Client)
28-9	Feels he was the best candidate for job with Post Office; feels competition was held in an unfair manner	Assistance Rendered
28-10	Complains about the length of time it is taking to process his Unemployment Insurance claim	Discontinued (Ombudsman)
28-11	Complains he is refused Unemployment Insurance benefits because he is taking a course	Assistance Rendered
28-12	Complains he is not able to take a course while receiving Unemployment Insurance benefits	Assistance Rendered
28-13	Complaint regarding the interpretation of the UIC Act	Declined
28-14	Feels his employment officer is not trying hard enough to find him work	Assistance Rendered
28-15	Complains about delay in getting his Filipino bride admitted to Canada	Assistance Rendered
28-16	Complains he is not eligible for "relocation grant"	Assistance Rendered
28-17	Complains about delay in receiving Unemployment Insurance benefits cheque	Assistance Rendered
28-18	Unemployment Insurance benefits recipient incurred an overpayment but does not feel it was her error	Assistance Rendered
28-19	Complains about delay in receiving Unemployment Insurance cheque	Assistance Rendered

DEPARTMENT: FEDERAL GOVERNMENT
(Fisheries and Oceans)

Number	Summary	Result
30-1	Complaint regarding his inability to obtain a Crab License	Assistance Rendered
30-2	Complainant having trouble obtaining Lobster License	Assistance Rendered
30-3	Feels he is being treated unfairly with regard to the issuance of a fishing license	Discontinued (Ombudsman)

30-4	Complains his nets and fishing gear have been seized by Department of Fisheries and Oceans	Discontinued (Client)

DEPARTMENT: FEDERAL GOVERNMENT
(Health and Welfare)

Number	Summary	Result
32-1	Feels he is entitled to Canada Pension due to medical injuries; he was turned down	Assistance Rendered
32-2	Complaint regarding difficulties with her mother's Old Age Pension	Resolved
32-3	Complainant required assistance in getting the early release of his pension cheque	Assistance Rendered
32-4	Application for Canada Pension was turned down; request for assistance in her appeal	Resolved
32-5	Complains her Guaranteed Income Supplement has been reduced due to "other income"	Assistance Rendered
32-6	Problems with application for survivor's benefits	Assistance Rendered
32-7	Complains husband won his appeal concerning Canada Pension Benefits but now the Department is appealing again	Unsupported
32-8	Feels it is taking too long for his application for Canada Pension Benefits to be approved	Discontinued (Ombudsman)
32-9	Complainant needs clarification on the requirements for Canada Pension	Assistance Rendered
32-10	Trouble getting Old Age Security because she cannot prove 30-year absence from Canada	Assistance Rendered
32-11	Problem "making ends meet" living on Old Age Pension	Discontinued (Client)

DEPARTMENT: FEDERAL GOVERNMENT
(National Defense)

Number	Summary	Result
34-1	Feels superannuation benefits should go to her, not her husband who deserted his family	Discontinued (Client)
34-2	Complains about the Department of National Defense	Assistance Rendered
34-3	Complaint regarding a Department of National Defense pension	Assistance Rendered
34-4	Complaint regarding employment at a military base	Assistance Rendered
34-5	Complains he has been told he is "unfit to re-enlist"	Assistance Rendered

DEPARTMENT: FEDERAL GOVERNMENT
(National Revenue)

Number	Summary	Result
36-1	Complains wrong information given to her by Revenue Canada has led to her owing two years Unemployment Insurance premiums	Discontinued (Client)
36-2	Complains about length of time it is taking for her to obtain a copy of her 1981 tax return	Resolved
36-3	Single mother alleges she was not advised correctly how to claim her child on income tax form; therefore will not receive the large refund she expected	Assistance Rendered
36-4	Complains her income tax forms have been audited covering the past ten years	Assistance Rendered
36-5	Unhappy with Income Tax Act regarding fishermen	Discontinued (Client)
36-6	Disabled, divorced woman objects to income tax	Assistance Rendered
36-7	Complains about Revenue Canada regarding severence pay which he had rolled over into RRSP's	Assistance Rendered
36-8	Alleges delay by Revenue Canada	

	Taxation concerning assessment is causing family break-up	Discontinued (Client)
36-9	Income tax situation involving retirement savings plans and interest on same	Assistance Rendered
36-10	Complainant was forced to sign over her child tax credit to Revenue Canada because her husband owed back taxes	Assistance Rendered
36-11	Income tax refund has still not been sent to him	Resolved
36-12	Complainant works required weeks to be eligible for Unemployment Insurance benefits; Revenue Canada objects to this arrangement	Under Investigation

DEPARTMENT: FEDERAL GOVERNMENT (Other)

Number	Summary	Result
38-1	Complaint concerning foreclosure of her business by Federal Business Development Bank	Assistance Rendered
38-2	Complains about Federal Agency concerning defects in her home	Assistance Rendered
38-3	Problems arising from RRAP Grant	Unsupported
38-4	Complains she didn't qualify for a housing subsidy	Assistance Rendered
38-5	Complainant's daughter charged by RCMP with possession of drugs; feels boys in same car also should have been charged	Assistance Rendered
38-6	Complaint against the Atomic Energy of Canada Limited	Discontinued (Ombudsman)
38-7	Inmate requesting transfer to penitentiary in British Columbia	Assistance Rendered
38-8	Problems arising from lack of definite information at the outset of RRAP grant	Resolved
38-9	Complaint on behalf of her husband concerning parole board hearing	Assistance Rendered
38-10	Due to federal government freeze on hiring this complainant did not receive a job he was promised	Declined

38-11	Complaint regarding problems with an RRAP grant	Discontinued (Ombudsman)
38-12	Complains about loss of personal possessions while in an institution	Assistance Rendered
38-13	Former wife has laid claim to a portion of his Canada Pension cheque; complains he was given no notice of the award	Assistance Rendered
38-14	Alleges she is not receiving proper Family Allowance and not now receiving her Child Tax Credit	Assistance Rendered
38-15	Mix-up over an airline ticket refund	Resolved
38-16	Feels he should be considered for employment with post office	Assistance Rendered
38-17	Complains about DEVCO regarding his lay-off in 1981	Declined
38-18	Complains about his termination of employment with DEVCO	Discontinued (Client)
38-19	Day parolee complains of lack of medical coverage and restrictions on freedom to seek work	Discontinued (Client)
38-20	RCMP did not press charges on a break and enter to his trailer	Unsupported
38-21	Complains RCMP not responding to harassment his family is receiving from a member of the community	Assistance Rendered
38-22	Complains he cannot get parole	Assistance Rendered
38-23	Complains her application for employment with Air Canada was rejected; alleges discrimination	Discontinued (Client)
38-24	Complains RCMP always uses his competitor's towing service	Assistance Rendered
38-25	After death of retired miner, surviving wife feels she should receive remainder of pension funds	Under Investigation
38-26	Alleges the RCMP damaged her car	Assistance Rendered

DEPARTMENT: FEDERAL GOVERNMENT
(Veteran Affairs)

Number	Summary	Result
40-1	Complains he is refused pension by	

	Department of Veteran Affairs	Assistance Rendered
40-2	Complains he has waited a long time to hear from Department of Veteran Affairs regarding application for a pension	Assistance Rendered

DEPARTMENT: FINANCE

Number	Summary	Result
42-1	Complains her diesel fuel delivery has been cancelled because she neglected to send her diesel reports	Resolved
42-2	Complainant wants formal apology from Tax Commission	Resolved
42-3	Confusion about payment of tax on farm equipment	Assistance Rendered
42-4	Owner of company that sells farm equipment complains about payment of tax	Discontinued (Ombudsman)
42-5	Tax on farm equipment	Assistance Rendered
42-6	Complaint involving the payment of tax on farm equipment	Assistance Rendered
42-7	Complains regulations and guidelines relating to payment of tax on farm equipment is vague	Assistance Rendered
42-8	Complains about policy of Provincial Tax Commission	Assistance Rendered
42-9	Paid tax on antennae dish to sub-contractor located in New Brunswick; Nova Scotia wants the tax which was not received	Resolved
42-10	Just discovered there is tax on labour when he gets his car fixed	Assistance Rendered
42-11	Complains he has paid tax twice on the same item	Under Investigation
42-12	Complaint regarding payment of sales tax on antique car	Assistance Rendered
42-13	Complaining on behalf of casual employees about holiday season gap in pay	Under Investigation
42-14	Pension problem after 39 years service with the government	Under Investigation

DEPARTMENT: HEALTH

Number	Summary	Result
48-1	Alleges her skin cancer developed due to improper working conditions in plant; allegations of improper disposal of chemicals etc.	Assistance Rendered
48-2	Feels he should be given employment with Department of Health	Discontinued (Ombudsman)
48-3	Doctor complains he has been denied recognition of his specialty by the Health Services Insurance Commission	Assistance Rendered
48-4	Alleges she received wrong information from the Department of Health	Assistance Rendered
48-5	Alleges Department of Health has advised him he must "truck in fill" or they will not approve his disposal field	Assistance Rendered
48-6	Trouble getting information concerning her marriage certificate	Assistance Rendered
48-7	Complains Department of Health not able to locate cause of strong odour in his home	Discontinued (Client)
48-8	Feels the Department is harassing a friend who operates a canteen	Discontinued (Client)
48-9	Feels the Department of Health should bear some responsibility for his septic field problems	Unsupported
48-10	Difficulty in getting birth certificate as different official documents have spelled his name in different ways	Resolved
48-11	Difficulty in obtaining a birth certificate as his birth was never registered	Assistance Rendered
48-12	Malfunctioning sewer plant near his home	Under Investigation

DEPARTMENT: HEALTH SERVICES & INSURANCE

Number	Summary	Result
50-1	Complaint regarding a decision made by MSI	Discontinued (Ombudsman)

DEPARTMENT: HORSE RACING COMMISSION, NOVA SCOTIA

Number	Summary	Result
52-1	Feels procedures practised by racetrack owner are not legal; feels he is not getting the same treatment as other trainers/racers	Unsupported

DEPARTMENT: HOUSING

Number	Summary	Result
54-1	Seventy-six year old lady has no entitlement for insulation grant she requests	Resolved
54-2	Complains his application for a job was not acknowledged nor was he granted an interview	Assistance Rendered
54-3	Complains about delay concerning visit by field representative	Resolved
54-4	Problems concerning New Home Certification Program	Discontinued (Client)

DEPARTMENT: HUMAN RIGHT COMMISSION

Number	Summary	Result
56-1	Dissatisfied with results of investigation carried out by Human Rights Commission	Unsupported
56-2	Nebulous written complaint requiring visitation	Unsupported
56-3	Request for help; complains about length of time it is taking for Prince Edward Island Human Rights Commission to make decision regarding his son's case	Assistance Rendered

DEPARTMENT: LABOUR AND MANPOWER

Number	Summary	Result
58-1	Complains about decision of Labour	Discontinued

	Standards Tribunal	(Ombudsman)
58-2	Difficulty trying to establish eligibility for mechanic's license	Assistance Rendered
58-3	Alleges Labour Relations Board did not take all facts into consideration when hearing his case	Discontinued (Ombudsman)
58-4	Termination of employment after twelve years' service; company appealed decision of Tribunal; concerned about delay of appeal decision	Assistance Rendered
58-5	Complains about length of time Department of Labour is taking to investigate receivership of company he had worked for and which owes him money	Assistance Rendered
58-6	Misinterpretation of process used by Department of Labour while working on her case	Assistance Rendered
58-7	Alleges wages are owed him from former employer	Under Investigation

DEPARTMENT: LANDS AND FORESTS

Number	Summary	Result
60-1	Complains his casual employment with Department has been terminated	Resolved
60-2	Property disputes involving several departments of government	Assistance Rendered
60-3	Possibility of expropriation has led to problem of establishing clear title to her land from the Crown	Discontinued (Ombudsman)
60-4	Feels she should be compensated for loss of pulp wood from woodland she alleges to own	Assistance Rendered
60-5	Complains about road to beach near his home	Discontinued (Ombudsman)
60-6	Complains about old car bodies dumped on beach	Assistance Rendered
60-7	Complainant would like to see a law passed where any construction work being performed on logging roads should have to be clearly marked	Assistance Rendered
60-8	Complains that a person applying for a	Discontinued

	hunting license must give his age	(Ombudsman)
60-9	Complaint regarding certain policies of the Department	Assistance Rendered
60-10	Nova Scotian, living in Prince Edward Island, cannot get license to hunt in Nova Scotia	Under Investigation

DEPARTMENT: LIQUOR COMMISSION, NOVA SCOTIA

Number	Summary	Result
62-1	Alleges her daughter was dismissed from her job due to political reasons	Declined
62-2	Complains about the "returns policy" of the Liquor Commission	Assistance Rendered

DEPARTMENT: LIQUOR LICENSE BOARD, NOVA SCOTIA

Number	Summary	Result
64-1	Liquor License Board will not approve a permit to operate an entertainment device in lounges and beverage rooms	Discontinued (Ombudsman)

DEPARTMENT: MINES AND ENERGY

Number	Summary	Result
68-1	Alleges her well was destroyed by blasting carried out by Novaco	Unsupported
68-2	Complainant was led to believe he would receive a pension if disabled as a result of his job	Unsupported

DEPARTMENT: MUNICIPAL AFFAIRS

Number	Summary	Result
70-1	Alleges the Department is not responding to his concerns regarding problems with his municipality	Assistance Rendered
70-2	Complains his assessment rose by 30%	Assistance Rendered

70-3	complaint regarding the assessment of his property	Assistance Rendered

DEPARTMENT: MUNICIPALITIES (General)

Number	Summary	Result
72-1	Seeks compensation for legal expenses incurred during his attendance at tribunal	Declined
72-2	Feels husband should be receiving drugs while an inmate, doctors will not agree	Assistance Rendered
72-3	Complaint regarding the actions of Town Council	Declined
72-4	Complaint regarding the location of an incinerator	Assistance Rendered
72-5	Up to 1962, writer had given 28 years of volunteer service to local fire department; desires to have his name carried on the list of retired members	Assistance Rendered
72-6	Complains of odour from sewer system installed by town two years ago	Unsupported
72-7	Firefighter complains he cannot get permission to move from within town	Unsupported
72-8	Inmate alleges he receives unfair treatment from guards at correctional centre	Unsupported
72-9	Complains about certain municipal officials in his town	Unsupported
72-10	Complains city will not consider his application for employment due to his criminal record	Discontinued (Ombudsman)
72-11	Feels friend who was seriously injured in a car accident should be compensated by the city	Declined
72-12	Feels he is being treated unfairly by the staff of the institution where he is serving time	Discontinued (Ombudsman)
72-13	Feels he was unjustly dismissed from job as bus driver for Metro Transit System	Discontinued (Client)
72-14	Complainant having no luck in obtaining public housing; she is soon to be evicted from her apartment	Discontinued (Ombudsman)
72-15	Various complaints about government	

	in general; very old and deaf, therefore unable to comprehend advice	Declined
72-16	Tax statement includes costs for paving of property which they feel no longer belongs to them	Discontinued (Client)
72-17	Caretaker complains about the very loose arrangement he has with housing authority regarding extra income for special projects	Assistance Rendered
72-18	Complains there are no apartments being built that can accommodate a person using a wheelchair; therefore she must live in public housing paying full expenses	Assistance Rendered
72-19	Alleges he was unjustly dismissed from his place of employment	Discontinued (Ombudsman)
72-20	Complainant upset by public statements made by Alderman about his property	Assistance Rendered
72-21	Complains about the By-law Committee of his city	Unsupported
72-22	Complains several municipalities will not give approval to passing of legislation regarding access to public places by the disabled	Discontinued (Client)
72-23	Complains his daughter's name has been dropped from top of waiting list for acceptance into public housing	Assistance Rendered
72-24	A representative of the Black United Front feels one of his people should be admitted to public housing	Unsupported
72-25	Alleges his water supply will be affected by a housing unit being constructed above his house	Assistance Rendered
72-26	Recreation Department will not allow softball team use of city fields	Assistance Rendered
72-27	Voting irregularities which took place during last municipal election	Assistance Rendered
72-28	Complains about placement of his mobile home in trailer park owned by Department of Housing	Resolved
72-29	Feels he is being harassed by building inspector to clean up his property	Assistance Rendered
72-30	Claims city broke own building	

	regulations in issuing permit for apartment block adjacent his property	Declined
72-31	Was refused a permit to hold a bike race	Assistance Rendered
72-32	Property being harmed due to wandering livestock from adjacent property	Discontinued (Client)
72-33	Complains the county is telling her to remove a mobile home from the back of her property	Assistance Rendered

DEPARTMENT: MUNICIPALITIES (Planning and Development)

Number	Summary	Result
74-1	Seeks assistance in fighting a zoning change allowing an unsightly business operation in her residential area	Declined
74-2	Municipality will not give approval to place a trailer in backyard	Assistance Rendered
74-3	Unpaved and curbless subdivision; no word yet when work will be done	Assistance Rendered
74-4	Town advised the complainant she must give up a fifty foot right-of-way on her property	Discontinued (Ombudsman)
74-5	Complainant's property has been flooding since the construction of school next door	Discontinued (Client)
74-6	Long story about attempts to sell or develop property, which was finally sold; alleges city officials accepted bribes	Discontinued (Client)
74-7	Has been paying taxes at commercial rate for city property; complains city has re-zoned property without her prior knowledge	Discontinued (Client)
74-8	Application for re-zoning not approved	Assistance Rendered
74-9	Numerous complaints relating to the administration of a municipal unit	Unsupported
74-10	Ratepayers' struggle to keep quarry operation out of their community	Assistance Rendered

DEPARTMENT: MUNICIPALITIES (Police)

Number	Summary	Result
76-1	Feels police should have pressed charges regarding accident in which she was involved	Assistance Rendered
76-2	Alleges inappropriate action by police officer during investigation of traffic accident	Assistance Rendered
76-3	Alleges lack of action by the police regarding a series of robberies	Unsupported
76-4	Not satisfied with way town police are handling her daughter's disappearance	Assistance Rendered
76-5	Police officer concerned with complaint that may be entered on his personal file	Assistance Rendered
76-6	Payment of fines for traffic offences	Assistance Rendered
76-7	Feels her son is being harassed by Police Department	Assistance Rendered

DEPARTMENT: MUNICIPALITIES (Social Services)

Number	Summary	Result
78-1	Alleges municipal worker refused to help him regarding personal matter	Assistance Rendered
78-2	Feels his friend should receive social assistance immediately due to family financial obligations	Assistance Rendered
78-3	Complains Minister of Social Services has not replied to her three letters	Resolved
78-4	Feels he is not able to obtain public housing because he is not liked by his social worker	Assistance Rendered
78-5	Feels he should qualify for assistance benefits	Resolved
78-6	Feels he should receive assistance for his son's prescription drugs	Resolved
78-7	Feels the Department paid too much for his stay at a community hostel	Resolved
78-8	Complains his assistance cheque is being withheld for no reason	Unsupported
78-9	Complainant was advised he does not	

	qualify for social assistance	Assistance Rendered
78-10	Feels he should no longer have to pay his former wife support as she receives social assistance benefits and now lives in a common-law relationship	Unsupported
78-11	Feels her benefits should not have been terminated	Unsupported
78-12	Feels he should have custody of his children	Assistance Rendered
78-13	Alleges the city owes his sister a sum of money regarding his parents' trust fund	Declined
78-14	Ongoing problem with town	Assistance Rendered
78-15	Complaint against Social Services for not implementing a decision of the Appeal Board	Discontinued (Client)
78-16	Complaint regarding his eligibility for municipal social assistance	Assistance Rendered
78-17	New arrivals from British Columbia claim they cannot get in touch with social worker	Resolved
78-18	Problem regarding eligibility for social assistance	Assistance Rendered
78-19	Complainant's social assistance will be cut-off if she does not pay back money loaned by Social Services	Assistance Rendered
78-20	Seventeen-year-old who has left her parents' home complains she has been refused social assistance benefits	Assistance Rendered
78-21	Has application in for municipal social assistance but needs food for the weekend	Assistance Rendered
78-22	Father of a social assistance recipient informed he must repay, with interest, the money given to his daughter	Resolved
78-23	Alleges Children's Aid Society is requesting information they are not entitled to	Discontinued (Client)
78-24	City will not pay to have his broken window replaced	Assistance Rendered
78-25	Seventeen-year-old left foster home; social assistance benefits cut-off	Assistance Rendered
78-26	Complains about lack of additional financial assistance for necessary medical expenses	Discontinued (Ombudsman)

78-27	Number of minor complaints about the subsidized house she occupies; would like to know the names of the board members	Assistance Rendered
78-28	Disagrees with decision of Family Court Judge	Declined
78-29	Disagreement over child custody	Unsupported
78-30	Complains about the withholding of his comfort allowance by home for special care; alleges he was not told he had to draw the money and spend it regularly	Discontinued (Client)
78-31	Complains the allowance for eye-glass frames is only $20.00	Assistance Rendered

DEPARTMENT: MUNICIPALITIES (Taxation)

Number	Summary	Result
80-1	Alleges he was forced to have street lighting in his area	Assistance Rendered
80-2	Feels she is being overcharged for sewer system	Assistance Rendered
80-3	Complains her property is going to be sold in tax sale	Assistance Rendered
80-4	Feels she should not owe back taxes on mobile home purchased recently	Assistance Rendered
80-5	Feels she should be eligible for tax exemption	Assistance Rendered
80-6	Complains about invasion of privacy by tax assessor	Discontinued (Client)
80-7	Complaint relating to tax arrears	Under Investigation
80-8	Overpaid Municipal Tax and would like a refund	Under Investigation

DEPARTMENT: MUNICIPALITIES (Works and Engineering)

Number	Summary	Result
82-1	Sewer connection from house to main sewer has collapsed	Resolved
82-2	Dissatisfied with Public Services Commission regarding water meter and incorrect invoices	Resolved

82-3	Complains Town has billed her for repairing a defective sewer line	Resolved
82-4	Complaint regarding repair to his waterline	Declined
82-5	Complains about delay by Town Council concerning the establishment of job for heavy duty mechanic	Assistance Rendered
82-6	Water damage to her basement	Discontinued (Client)
82-7	Complainant not happy with the location of new landfill site	Discontinued (Client)
82-8	Alleges sewerage system in his town is not adequate for the growing population	Under Investigation
82-9	Alleges municipality has installed a sewage system tank on their property without their permission	Under Investigation
82-10	Complains their proposal for sewer hook-up has been rejected	Under Investigation
82-11	Problems obtaining a building permit on a house already under construction	Unsupported
82-12	Feels the county should cost-share in a fence he erected to separate his property from public walkway	Under Investigation

DEPARTMENT: POWER CORPORATION, NOVA SCOTIA

Number	Summary	Result
88-1	Alleges power has been shut off for winter months; therefore bill from power corporation in New Brunswick is incorrect	Assistance Rendered
88-2	Mysterious problem having to do with land expropriation	Resolved
88-3	Complains about power service to her home	Unsupported
88-4	Feels her electric bill is too high	Assistance Rendered
88-5	Alleges job for which he feels he is qualified was filled by a non-Nova Scotian pilot	Assistance Rendered
88-6	Complaint concerning unduly high power bills	Assistance Rendered
88-7	Alleges supply of low voltage has damaged appliances	Discontinued (Ombudsman)

88-8	Complains about verbal arrangements made concerning right-of-way by his now-deceased grandfather	Assistance Rendered
88-9	Feels he should not have to pay the reconnect fee for power	Discontinued (Ombudsman)

DEPARTMENT: PRIVATE MATTERS (Consumer)

Number	Summary	Result
92-1	Complains about co-worker; supervisor will not do anything to rectify problem	Assistance Rendered
92-2	Complainant doesn't feel a private lending institution should have cancelled his loan and demanded payment in full from his pension refund	Assistance Rendered
92-3	Problems regarding stocktaking after purchase of franchise	Discontinued (Client)
92-4	Complains a private company is banning his family from their stores	Discontinued (Ombudsman)
92-5	Complaint regarding the comparative cost of items in a corner store	Assistance Rendered
92-6	Complaint regarding the problems he is having with a car dealership over repairs which were under warranty	Declined
92-7	Complains his pension monies are "frozen" until retirement age; he needs money now	Assistance Rendered
92-8	Involved story about purchase and repair of violins	Assistance Rendered
92-9	Complains furniture purchased and put in storage of same store has been re-sold with no money back to her	Assistance Rendered
92-10	Complainant having difficulty getting money back from a photography company who relocated to another province	Assistance Rendered
92-11	Complaint against a major car company	Assistance Rendered
92-12	Feels she should be given fulltime employment at store	Declined
92-13	Feels his name should be removed from list at credit bureau because his file was closed immediately	Assistance Rendered
92-14	Seeks refund of deposit regarding paving job	Under Investigation

92-15	Complaint regarding business dealings with a private company	Assistance Rendered
92-16	Complaint regarding monies owed by a company that left the province	Assistance Rendered

DEPARTMENT: PRIVATE MATTERS (Insurance Companies)

Number	Summary	Result
94-1	Car accident in Ontario happened five years ago; trouble with insurance company	Discontinued (Client)
94-2	Complains insurance adjuster has not contacted her regarding recent car accident	Assistance Rendered
94-3	Complaint against an insurance company which went bankrupt	Assistance Rendered
94-4	Complaint against an insurance company	Assistance Rendered
94-5	Complains her insurance company has advised they will be cancelling her policy; feels it is because she has had two claims	Resolved
94-6	Complains he has waited a full year for insurance settlement regarding car accident in British Columbia	Assistance Rendered
94-7	Employee became disabled and discovered he was not covered by his insurance company	Declined
94-8	Complains insurance company is not paying a reasonable sum for his demolished car	Assistance Rendered

DEPARTMENT: PRIVATE MATTERS (Landlord/Tenant Relations)

Number	Summary	Result
96-1	Single mother of three children being evicted for no valid reason	Unsupported

DEPARTMENT: PRIVATE MATTERS (Legal Matters)

Number	Summary	Result
98-1	Complainant has several complaints against "liberal" lawyer with whom he has dealt over a court case	Assistance Rendered
98-2	Enquiry from resident of Ontario about whether her father who died in 1977 had a will	Assistance Rendered
98-3	Complains the Nova Scotia Barristers' Society will not investigate her oral complaints against her lawyer	Assistance Rendered
98-4	Complainant not happy with the ruling of a Court of Law regarding divorce	Declined
98-5	Complainant having trouble retaining the services of a lawyer	Discontinued (Ombudsman)
98-6	Complaint relating to her late mother's will	Discontinued (Ombudsman)
98-7	Complaint regarding her late husband's estate	Assistance Rendered
98-8	Complains he was not included as a beneficiary in his late brother's will	Assistance Rendered
98-9	Complains about known abuse of the legal aid system	Assistance Rendered
98-10	Feels he should qualify for legal aid	Assistance Rendered
98-11	Female wants information on the new Divorce Act	Assistance Rendered
98-12	Complains she is not receiving child support payments from her ex-husband	Assistance Rendered
98-13	Legal difficulties after purchase of estate home; mortgage/demand loan	Assistance Rendered
98-14	Mother died intestate; how do you go about settling estate?	Assistance Rendered
98-15	Feels he should qualify for legal aid	Unsupported
98-16	Graduate of law school having difficulty getting credit for several months' articling	Assistance Rendered
98-17	Complainant feels his lawyer is not working in his best interests	Assistance Rendered

DEPARTMENT: PRIVATE MATTERS (Miscellaneous)

Number	Summary	Result
100-1	Complains about medical treatment received	Assistance Rendered
100-2	Alleges former employer wouldn't pay for last shift worked	Resolved
100-3	Enquiry from inmate regarding payment of property taxes owed during time of incarceration	Assistance Rendered
100-4	Request for help in finding information about an ancestor who spent time in prison	Assistance Rendered
100-5	Feels he should not have restrictions placed on his driver's license	Discontinued (Ombudsman)
100-6	Wants her neighbour to be recognized publicly for saving her husband's life	Assistance Rendered
100-7	Resident of the United States of America asking for information concerning immigration and the Provincial Nursing Board	Assistance Rendered
100-8	Alleges her property now has a flooding problem due to construction of subdivision nearby	Assistance Rendered
100-9	Problems regarding the collection of her prize after winning lottery	Assistance Rendered
100-10	Complainant doesn't agree with "reason for leaving" on her separation certificate	Assistance Rendered
100-11	Feels he should not be held responsible for damages to his room at university	Assistance Rendered
100-12	Complains that due to confidentiality he has been refused a copy of a letter which had been addressed to him several years ago	Resolved
100-13	Complains of noise and vibration from crusher operation near his home	Assistance Rendered
100-14	Numerous complaints against her employer; verbal abuse, unjust dismissals, etc.	Assistance Rendered
100-15	Complains collection agency will not accept pennies as way of payment for debt due	Unsupported

100-16	Wants copies of correspondence in his 1977 file	Assistance Rendered
100-17	Complains surveyor charged $175.00 for simply stamping and photocopying an existing survey plan	Discontinued (Client)
100-18	Complains there is little or no quality control in the construction industry	Assistance Rendered
100-19	Complainant having difficulty in obtaining a birth certificate for her daughter who was born in another province	Resolved
100-20	Feels he was unjustly fired from job	Discontinued (Ombudsman)
100-21	Wants help to get interview for job	Assistance Rendered
100-22	Complaint regarding the lack of training facilities for a disabled person	Discontinued (Ombudsman)
100-23	Feels he has been suspended unjustly from driving at a raceway	Assistance Rendered
100-24	Complains she was dismissed from her job without proper notice after working only two months	Declined
100-25	Alleges unfair labour practices being used against members of construction union	Assistance Rendered
100-26	Complains about certain individuals in his town	Declined
100-27	Alleges credit company has not credited her account with the proper amount of interest paid	Discontinued (Client)
100-28	Advises he is being harassed by neighbours	Discontinued (Client)
100-29	Feels she and fellow employees are being exploited by their employer	Assistance Rendered
100-30	Wants information on availability of crutches and footwear, and type of pension available for son who has cerebral palsy	Assistance Rendered
100-31	Alleges well water has been contaminated by gas station adjacent to their home	Assistance Rendered
100-32	Complaint against medical doctor	Assistance Rendered
100-33	Alleges she won with her lottery ticket but did not receive the winnings	Assistance Rendered
100-34	Seeks help in finding a summer school to attend	Discontinued (Client)

100-35	Needs six copies of a letter in our files to assist with grievance hearing	Assistance Rendered
100-36	Complainant injured while driving a taxi; taxi will not release name of insurance company	Assistance Rendered
100-37	Complainant sold her car and paid provincial sales tax; discovered buyer was responsible for this and feels she should be reimbursed	Assistance Rendered
100-38	Problem with flooding caused by adjacent property	Discontinued (Client)
100-39	Complains about a nursing home where his brother is a patient	Unsupported
100-40	Complaint against a lounge being overcrowded	Assistance Rendered
100-41	Complains about work performed by a garage	Assistance Rendered
100-42	Feels he has been deprived his rights	Discontinued (Ombudsman)
100-43	Nebulous complaints about doctors, pension, compensation	Assistance Rendered
100-44	Complaint regarding installation of siding to their home	Assistance Rendered
100-45	Complaint against her employer	Discontinued (Client)
100-46	Feels he should be compensated for alleged malpractise by a doctor	Assistance Rendered
100-47	Complains contractor built their house with no footings; house is deteriorating	Assistance Rendered
100-48	Concerned she will not have a place to live this winter	Assistance Rendered
100-49	Complainant cannot secure a permanent job	Assistance Rendered
100-50	Feels he should not be responsible for paying "school tax" in another province	Assistance Rendered
100-51	Feels he should be receiving disability pension from previous employer	Assistance Rendered
100-52	Complains about contractor	Assistance Rendered
100-53	Complains her son has been barred for life from nice restaurant	Resolved
100-54	Complaint against a former employer	Declined

DEPARTMENT: PRIVATE MATTERS (Property Disputes)

Number	Summary	Result
102-1	Complains neighbour blocks driveway going to the right-of-way	Assistance Rendered
102-2	Problem with land title; alleges somebody else has acquired his land yet it is still assessed in his name and he still pays the taxes	Assistance Rendered
102-3	Land ownership dispute	Assistance Rendered
102-4	Woodland owner and pulp cutter disagree over terms of contract	Assistance Rendered
102-5	Land dispute involving title to property and a complaint against lawyer	Discontinued (Client)
102-6	Problems concerning land and parents' separation	Assistance Rendered
102-7	Family squabble over land	Discontinued (Client)
102-8	Property dispute with a neighbour	Assistance Rendered
102-9	Dispute between neighbours about whose land should be used for access road	Declined
102-10	Complains about tenant who is not paying his rent	Assistance Rendered
102-11	Disagrees with surveyor's plan which indicates he is going to lose 22 feet of his road frontage	Assistance Rendered
102-12	Complains house which was in her name was sold without her consent	Assistance Rendered
102-13	Complaint regarding the ownership of a piece of property on Prince Edward Island	Declined
102-14	Complaint regarding ownership of piece of property	Assistance Rendered
102-15	Alleges mortgage mix-up and other problems may result in foreclosure of his home	Assistance Rendered
102-16	Property dispute with neighbour	Assistance Rendered
102-17	Land survey dispute which has cost a lot of money	Under Investigation

DEPARTMENT: PRIVATE MATTERS (Social Problems)

Number	Summary	Result
104-1	Request for help concerning a fellow employee who has alcohol and stability problems	Assistance Rendered
104-2	Can't cope with life; unable to work	Discontinued (Client)
104-3	Numerous complaints about debts, divorce, etc.	Assistance Rendered
104-4	Has laid charges against a neighbour; cannot get legal aid and cannot afford a lawyer	Declined
104-5	Schizophrenic complains he cannot get steady work due to medication which makes him listless and unambitious	Assistance Rendered
104-6	Complaint regarding the termination of her casual job	Discontinued (Ombudsman)
104-7	Parolee tells long story about ruined lives, forbidden access to his family	Assistance Rendered
104-8	Matrimonial problems	Assistance Rendered

DEPARTMENT: PROVINCIAL HOSPITALS

Number	Summary	Result
106-1	Complains he was fired from casual position after working for seven months	Assistance Rendered
106-2	Distressed about methods used in her involuntary committal to a hospital specializing in psychiatric disorders	Assistance Rendered
106-3	Alleges her son is being mistreated by employees of institution where he is on probation	Discontinued (Client)
106-4	Complains hospital cancelled surgery without a reason	Assistance Rendered
106-5	Complains she is frequently admitted to psychiatric hospital	Discontinued (Ombudsman)
106-6	Complains a doctor is harassing him; making threats	Assistance Rendered
106-7	Feels she is more qualified for job at hospital than the person who won the competition	Declined

106-8	Complaint regarding his treatment while in a hospital for the mentally ill	Under Investigation

DEPARTMENT: PUBLIC UTILITIES, BOARD OF COMMISIONERS OF

Number	Summary	Result
108-1	Complaint against the actions of an employee of the Public Utilities Board	Assistance Rendered
108-2	Complains he must wait an additional three months before getting telephone service	Resolved

DEPARTMENT: PURCHASING AGENCY, NOVA SCOTIA GOVERNMENT

Number	Summary	Result
110-1	Concerns Cabinet decision made on tender for supply of traffic marking paint	Declined

DEPARTMENT: SCHOOL BOARDS

Number	Summary	Result
112-1	Complains about length of time her son was suspended from school	Assistance Rendered
112-2	Feels his children should be picked up near his home by the school bus	Discontinued (Ombudsman)
112-3	Alleges school board has applied for Francophone designation to Department of Education against the wishes of majority of Francophones who want bilingual program to continue	Discontinued (Ombudsman)
112-4	Complains about lack of conformity regarding high school music course coding	Assistance Rendered
112-5	Complaint against school board regarding his application for employment	Discontinued (Ombudsman)
112-6	Complaints against the school "system"	Discontinued (Ombudsman)

112-7	Complains School Board renewed insurance policy without going to tender	Under Investigation

DEPARTMENT: SOCIAL SERVICES

Number	Summary	Result
114-1	Feels he is entitled to family benefits and wishes to exercise his right of appeal	Assistance Rendered
114-2	Alleges his adoption papers were rejected for the wrong reasons	Discontinued (Ombudsman)
114-3	Feels she is entitled to more money from family benefits	Resolved
114-4	Complains Family court has removed her children from her custody	Assistance Rendered
114-5	Feels he is not receiving correct amount of social assistance	Assistance Rendered
114-6	Feels she should not be refused Family Benefits	Discontinued (Ombudsman)
114-7	Complaint regarding the amount of assistance she is receiving	Resolved
114-8	Complaint regarding the fact her mother's social assistance has been terminated	Assistance Rendered
114-9	Feels she should be entitled to more money from Department of Social Services	Unsupported
114-10	Complaint regarding the fact she was refused social assistance	Assistance Rendered
114-11	Feels he is being discriminated against because he is a man	Declined
114-12	Complex story regarding custody of his nephew	Discontinued (Client)
114-13	Complainant owes interest money due to a delay on the part of the Department of Social Services	Resolved
114-14	Feels she was treated unfairly by this government agency	Discontinued (Ombudsman)
114-15	Complaint regarding a reduction in his social assistance	Assistance Rendered
114-16	Upset because mother's social assistance was cut-off without warning	Assistance Rendered
114-17	Complaint regarding the amount of assistance she receives	Assistance Rendered

114-18	Complains about length of time it is taking to receive Family Benefits	Under Investigation
114-19	Complains about actions taken by social workers concerning custody of his daughter	Assistance Rendered
114-20	Complains he receives only enough money to pay for room rental; claims he cannot pay for food too	Resolved
114-21	Single working mother wants financial assistance for child's transportation to and from day care centre	Discontinued (Client)
114-22	Complains there is no certainty whether or not he will receive his Family Benefits cheques	Assistance Rendered
114-23	Inquiring whether he is receiving the maximum allowed Family Benefits by current rates	Assistance Rendered
114-24	Wants us to try again regarding his Family Benefits	Discontinued (Client)
114-25	Troubles concerning eligibility for Family Benefits Disability	Discontinued (Client)
114-26	Complains about lack of background information from Social Services regarding adopted child	Unsupported
114-27	Complains she was told by Department of Social Services she would be eligible for subsidized day care but finds now she is not	Assistance Rendered
114-28	Wants to transfer from home for special care to another facility in another county	Discontinued (Client)
114-29	Feels he should qualify for financial assistance from Department of Social Services	Discontinued (Ombudsman)
114-30	Feels she is not receiving the maximum benefits to which she is entitled	Assistance Rendered
114-31	Friend complaining on behalf of woman whose three children have been apprehended and put into foster homes due to reports of her being an alcoholic	Assistance Rendered
114-32	Complains she must still pay an over-payment even though she won her appeal against this	Assistance Rendered

114-33	Complainant cannot locate his disability cheque for the month of June	Assistance Rendered
114-34	Dissatisfied with work being done for him by his social worker	Discontinued (Client)
114-35	Complains she was not interviewed for job she feels she was qualified for	Discontinued (Client)
114-36	Feels she should have been chosen for job	Unsupported
114-37	Pension income is too low for reasonable existence	Under Investigation
114-38	Complains the municipality will not increase the per diem rate on her Nursing Home	Discontinued (Client)
114-39	Complaint regarding her eligibility for Social Assistance	Unsupported
114-40	Feels his sister should be eligible for additional family benefits	Assistance Rendered
114-41	Feels he should be entitled to more social assistance	Assistance Rendered
114-42	Request for information on when support payments to Family Court ceases	Assistance Rendered
114-43	Alleges her twenty-two year old Down's Syndrome child was not taken on trial basis for sheltered workshop	Under Investigation
114-44	Complains Department of Social Services is holding back her cheque	Resolved
114-45	Alleges worker for Children's Aid Society told his girlfriend about his past	Discontinued (Client)
114-46	Complains his girlfriend has been apprehended by Children's Aid Society	Declined
114-47	Complains no one will assist her in supporting her run-away niece	Assistance Rendered
114-48	Complains he is restricted to the use of one drugstore for drugs	Discontinued (Ombudsman)
114-49	Feels travel expenses should be paid for mother while her child is being hospitalized	Discontinued (Client)
114-50	Request for reimbursement of legal costs incurred as result of adoption problems	Unsupported
114-51	Refused disability pension three consecutive years	Assistance Rendered
114-52	Not receiving enough in social assistance	Assistance Rendered

114-53	Disagreement regarding eligibility for a disability pension	Assistance Rendered
114-54	Refused Social Assistance benefits	Assistance Rendered
114-55	Feels he should be retrained or given a disability pension due to an accident he suffered in 1981	Assistance Rendered
114-56	Complains her Family Benefits cheque has been held back pending investigation into her circumstances	Resolved
114-57	Complains Department of Social Services is taking too long to approve payment of receipt for furnace repairs	Assistance Rendered
114-58	Disagrees with decision by Department of Social Services that he not be allowed to visit his daughter for one year	Assistance Rendered
114-59	Complains about the amount of assistance she receives	Assistance Rendered
114-60	Complains her disability pension was terminated when she married	Under Investigation

DEPARTMENT: TRANSPORTATION

Number	Summary	Result
118-1	Feels he should be compensated for damage to his car due to road in poor repair	Assistance Rendered
118-2	Feels he should be given reasons for termination of his contract	Unsupported
118-3	Feels Department of Transportation should continue to plow the road on which his parents, who are senior citizens, reside	Assistance Rendered
118-4	Complaint regarding double taxation on a car he purchased in one province to drive in another province	Assistance Rendered
118-5	Complains he was not reemployed by the Department of Transportation	Unsupported
118-6	Confusing story about Judgment Recovery, suspension of driver's license, and invalid vehicle registration	Assistance Rendered
118-7	Alleges his well went dry due to highway construction carried out near his home	Unsupported

118-8	Flooding problem	Under Investigation
118-9	Complaint against the Department of Transportation for closing a road which is needed by the complainant for access to his fields	Under Investigation
118-10	Alleges highway construction has led to many problems in his home	Declined
118-11	Complains he must pay taxes on a motorbike purchased in Quebec	Assistance Rendered
118-12	Complains the Department of Transportation has widened a road to the point where it is nearly at the front steps of his house	Assistance Rendered
118-13	Complains the Department of Transportation will not maintain part of road which leads to a subdivision owned by the complainant	Resolved
118-14	Alleges Department of Transportation encroached on his property when widening the road near his home	Assistance Rendered
118-15	Alleges highway salt is destroying their basement	Partially Resolved
118-16	Complains about rubbish piled up by the highway; alleges Department of Transportation said they would remove it but haven't done so	Assistance Rendered
118-17	Alleges he is unable to obtain employment because he was laid off by Department of Transportation in 1979	Unsupported
118-18	Complaint regarding termination of his driving privileges	Under Investigation
118-19	Alleges Department of Transportation has misinformed our office regarding his case	Assistance Rendered
118-20	Complainant concerned over lack of access to the island where he resides while a bridge is being constructed	Discontinued (Client)
118-21	Problem with registration of his car	Resolved
118-22	Problem obtaining his beginner's license	Assistance Rendered
118-23	Complains Department of Transportation creating surface run-off onto his property	Discontinued (Client)
118-24	Husband who was an area foreman was fired with no reason given	Assistance Rendered

118-25	Can't get car insurance because Licenses and Registration Division has on file she was on suspension for more than one year	Discontinued (Client)
118-26	Alleges Department of Transportation work crew may have mistakenly dug up his cellar drain	Under Investigation
118-27	His property is being flooded due to drainage ditches being full of debris	Under Investigation
118-28	Wants road which abuts his property to become a listed public road	Under Investigation
118-29	Dispute over the payment of his account by the Department of Transportation	Under Investigation

DEPARTMENT: WORKERS' COMPENSATION BOARD

Number	Summary	Result
122-1	Feels he is owed further benefits from Workers' Compensation claim	Partially Resolved
122-2	Feels he is entitled to additional benefits from Workers' Compensation Board	Assistance Rendered
122-3	Feels he should be eligible for rehabilitation through the Workers' Compensation Board	Assistance Rendered
122-4	Complaint regarding length of time it is taking to receive correspondence from out-of-province Workers' Compensation Board	Discontinued (Client)
122-5	Not happy with the amount of compensation he receives	Assistance Rendered
122-6	Several complaints against the Board regarding her husband's compensation claim	Partially Resolved
122-7	Complainant upset because his Compensation benefits were terminated	Assistance Rendered
122-8	Complains Workers' Compensation Board is not reinstating full compensation but is paying 15%	Assistance Rendered
122-9	Feels he should be receiving benefits for injuries he sustained previously on the job	Unsupported
122-10	Disagrees with amount of compensation he receives	Unsupported

122-11	Alleges his recent back injury is related to a previous work related injury; complains Compensation Board will not accept his claim	Assistance Rendered
122-12	Complains he is not eligible for compensation because his accident occurred off the work premises during his lunch hour	Assistance Rendered
122-13	Complainant's benefits for travel, medical, etc., discontinued	Resolved
122-14	Complainant was turned down for Compensation benefits	Discontinued (Client)
122-15	Feels he should qualify for a permanent disability pension	Assistance Rendered
122-16	Problem regarding original injury and present claim to Workers' Compensation Board	Assistance Rendered
122-17	Feels he should be entitled to draw Workers' Compensation benefits while serving time in penal institution	Assistance Rendered
122-18	Feels he should qualify for additional Workers' Compensation benefits	Assistance Rendered
122-19	Feels she is being treated unfairly by Workers Compensation Board	Assistance Rendered
122-20	Complainant doesn't feel he was awarded enough compensation from the Workers' Compensation Board	Assistance Rendered
122-21	Insurance benefits were paid for injury at work; alleges he is not now eligible for Workers' Compensation benefits	Assistance Rendered
122-22	Feels he should receive additional benefits from Workers' Compensation Board	Assistance Rendered
122-23	Feels she is not receiving enough in compensation	Assistance Rendered
122-24	Feels he should be receiving more in Workers' Compensation benefits	Discontinued (Ombudsman)
122-25	Problems concerning re-assessment of Permanent Partial Disability award	Assistance Rendered
122-26	Feels he is eligible for additional benefits	Assistance Rendered
122-27	Complaint concerning his Workers' Compensation benefits	Assistance Rendered
122-28	Dissatisfied with terminal payment of $391.00 which covers several months	Discontinued (Client)

122-29	Complains about Workers' Compensation Board	Assistance Rendered
122-30	Cannot get Workers' Compensation Board to accept his case	Assistance Rendered
122-31	Husband having trouble collecting from Workers' Compensation Board	Assistance Rendered
122-32	Accident on oil rig resulted in hernia but Workers' Compensation Board claims injury is not work-related	Resolved
122-33	Helicopter pilot who in the past sprayed with chemicals, developed asthma, and therefore lost his pilot's license	Under Investigation
122-34	Concerned with the length of time it is taking to process his claim	Assistance Rendered
122-35	Complaint concerning the amount of compensation he receives	Resolved
122-36	Complaint against the Workers' Compensation Board	Discontinued (Client)
122-37	Complains flare-up of 1956 injury to her back has crippled her now	Under Investigation
122-38	Not happy with decision of an out-of-province Compensation Board	Assistance Rendered
122-39	Feels he is entitled to additional Compensation benefits	Assistance Rendered
122-40	Feels he should receive additional benefits	Under Investigation
122-41	Complains his compensation file has been closed	Assistance Rendered
122-42	Complaint against Newfoundland Workers' Compensation Board concerning accident on supply ship	Assistance Rendered
122-43	Complains Ontario Workers' Compensation Board not paying compensation for accident which leaves him unable to work	Assistance Rendered
122-44	Feels she has been treated unfairly by Workers' Compensation Board	Assistance Rendered

DEPARTMENT: WORKERS' COMPENSATION APPEAL BOARD

Number	Summary	Result
124-1	Complains about refusal by Appeal	

	Board members to consider payment of additional Permanent Partial Disability benefits	Unsupported
124-2	Feels his recent pension award should have been retroactive	Assistance Rendered

PART IV
COMPLAINTS BY CATEGORY

Total Number of Complaints for Year Ended December 31, 1985 1013

Formal Complaints 591
Informal Complaints 422

Complaints, including 4 from 1983 and 35 from 1984 under investigation as of December 31, 1984, were disposed of as follows:

	Formal 1985	Formal 1984	Formal 1983	Informal 1985	Total
Resolved	45	3		51	99
Partially Resolved	3				3
Assistance Rendered	316	19	1	255	591
Discontinued (Ombudsman)	46	6	3	8	63
Discontinued (Client)	64	2		37	103
Declined	39			51	90
Unsupported	44	3		20	67
Recommendation		1			1
Under Investigation	34	1			35
	591	35	4	422	1052